

Mayor's Performance Report

Treasury Collecting Division

Quarter 4, Fiscal Year 2010

April 1, 2010 – June 30, 2010

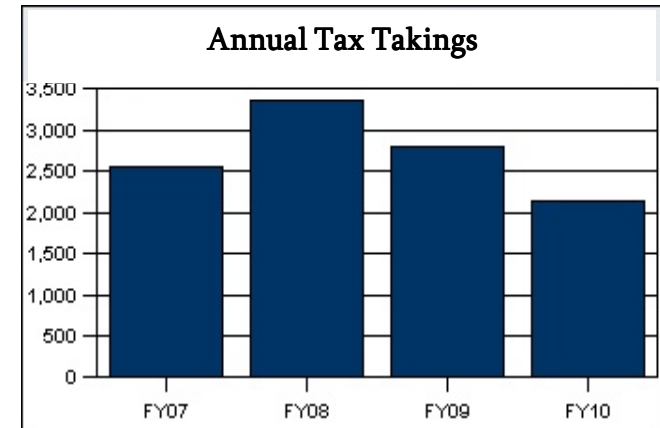


Thomas M. Menino, Mayor

Performance Data

Key Performance Indicators

	FY07	FY08	FY09	FY10	
	Jun	Jun	Jun	YTD Result	Jun
	YTD Result	YTD Result	YTD Result	YTD Target	Status
Property tax collection rate	98.6	98.7	98.8	98.8	99.0
Delinquent real estate taxes collected	11,789,398	8,156,882	7,122,513	7,809,774	7,000,000
Tax title amount collected	12,276,992	16,879,927	16,136,799	14,794,187	14,000,000
Tax title accounts resolved	2,987	3,095	2,709	2,351	2,600
Annual tax takings	2,562	3,349	2,787	2,138	2,600
Annual tax taking amount	5,745,939	7,790,075	6,246,228	5,251,294	6,000,000
Annual certifications	2,427	2,786	3,309	3,062	3,200
Annual certification amount	6,313,113	8,313,385	9,574,117	8,087,979	9,000,000
Delinquent real estate notices sent	61,407	59,148	58,639	54,081	59,000
Municipal lien certificates processed	20,251	16,962	17,474	15,794	14,000



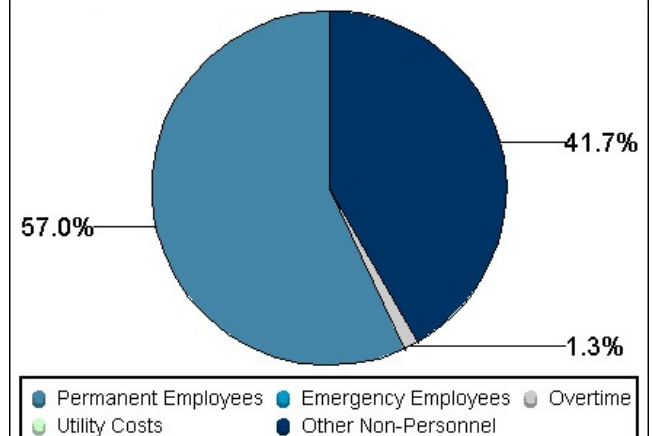
Administrative Performance Data

	FY07	FY08	FY09	FY10
	Jun	Jun	Jun	Jun
	YTD Result	YTD Result	YTD Result	YTD Result
A.1 Treasury Collecting FTE	24	26	25	26
A.2 Treasury Collecting-% of Workforce-people of color	21	35	32	31
A.3 Treasury Collecting-% of Workforce-women	67	65	68	65.4
A.4 Treasury Collecting-% of total person hours absent	3.46	2.74	2.57	3.38
A.5 Treasury Collecting-Hours absent per employee	59.80	47.59	44.40	58.41

Budget Data

	FY07	FY08	FY09	FY10	Change FY09 - FY10	Pct Change FY09 - FY10
	Actual Expense	Actual Expense	Appropriation	Appropriation	Change FY09 - FY10	Pct Change FY09 - FY10
Total Permanent Employees	1,265,248	1,257,155	1,422,866	1,402,516	-20,350	-1.43%
Total Emergency Employees	0	0	0	0	0	0.00%
Total Overtime	38,975	33,302	31,650	31,650	0	0.00%
Utilities	0	0	0	0	0	0.00%
Other Non-Personnel	892,234	1,185,954	1,020,464	957,292	-63,172	-6.19%
Total Expense	2,196,458	2,476,410	2,474,980	2,391,458	-83,522	-3.37%

Summary of Annual Budget: FY10



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Performance Highlights

- Boston's annual property tax collection rate remained steady at 98.8%. The continued stability of the City's collection rate is worth noting, particularly given the rise in both home foreclosures and unemployment across the nation.
- The City collected over \$22.6 million in delinquent property taxes in FY10, reflected in two key performance indicators - delinquent real estate taxes collected and tax title amount collected. Annual targets established for these two measures were both met. Taxpayer outreach takes place continuously, both before the actual filing of an instrument of taking and when a parcel is in tax title, until property taxes are settled.
- The City secures its lien on delinquent properties by recording an instrument of taking. In December 2009 (FY10), there were 2,138 properties with new delinquencies - 23% less than FY09. This continues a positive trend, as the number of FY09 takings were 17% less than FY08. In addition, 918 of these newly delinquent tax title accounts were paid within the six month waiting period that must pass before the City can legally commence land court foreclosure proceedings.
- The annual certification, the process of posting any additional unpaid taxes to secured liens, is made prior to September 1st. The City certified 3,062 accounts in August 2009 (FY10), 7% less than the prior year.

Measure Notes

- Annual tax takings and Annual tax taking amount: Results from the tax taking process are reported annually in December. The data displayed on this report is from December 2009 and will be included on Mayor's Performance Reports throughout FY10.
- Annual certifications and Annual certification amount: The certification process is completed annually in late summer. The data displayed on this report is from August 2009 and will be included on Mayor's Performance Reports throughout FY10.



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Measure Definitions

Property tax collection rate: This measure represents the percentage of the property tax levy collected as of the end of every quarter.

Delinquent real estate taxes collected: This measure represents the total amount of delinquent property taxes collected.

Tax title amount collected: This measure represents the amount of taxes paid, including interest and fees, in order to reinstate to current status.

Tax title accounts resolved: This measure represents all parcels in tax title that are paid and reinstated to current status.

Annual tax takings: Process in which liens are placed on properties where taxes remain unpaid. Individual liens (instruments of taking) are filed at the Registry of Deeds as required by law, and the account moves into tax title. After a certain time period, the parcel may be petitioned for foreclosure in Land Court. Smaller numbers indicate better performance.

Annual tax taking amount: This measure represents the total amount of liens filed at the Registry of Deeds. Smaller numbers indicate better performance.

Annual certifications: Process in which subsequent years' unpaid taxes are added to accounts already in tax title. Smaller numbers indicate better performance.

Annual certification amount: This measure represents the total amount (including interest) certified to existing tax titles. Smaller numbers indicate better performance.

Delinquent real estate notices sent: This measure represents the total number of demands and warrants sent to delinquent taxpayers on overdue bills.

Municipal lien certificates processed: This measure represents the number of certificates listing any outstanding taxes mainly prepared when ownership changes.

FTE: This measure represents the number of full time equivalents in the department.

% of Workforce-people of color: This measure represents the percentage of people in the department which are not categorized as white.

% of Workforce-women: This measure represents the percentage of people in the department which are women.

% of total person hours absent: This measure represents the percentage of total hours lost due to sick, AWOL, FMLA & tardy, among others. Hours lost due to vacation, personal time, and injury are not included.

Hours absent per employee: This measure represents the total number of hours absent per employee. Hours absent includes such categories as Sick, FMLA, AWOL, & tardy, among others. It does not include lost time due to vacation, personal time, or injuries. Please note that the methodology for calculating this measure changed between Q3 and Q4 of FY10 in order to improve its accuracy.